

# Brian Alegre

Westminster, CA 92708

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## OBJECTIVE:

To obtain a position as a Technical Support Engineer, further my career in technology. I am confident my technical and fundamental competencies combined with the ideal attributes: Analytical, Critical Thinker, Team Oriented, and Excellent Communicator are a perfect fit for your team.

## SKILLS:

Excellent customer service

Strong ability to multitask

Extremely adaptable in any professional environment

Project Management

**TECHNICAL SKILLS:**    Troubleshooting, Debugging, Failure Analysis, Data Analysis, SATA Analyzers, USB Analyzer, Servers

**OPERATING SYSTEMS:** Linux, Windows, Server, Red Hat 9, Fedora Core 8, Ubuntu, DOS

**NETWORKING:**    Completion of CCNA Courses 1-4, LAN and WAN Security, Implementing Networking Design, Active Directory, DHCP

## EMPLOYMENT HISTORY:

### Western Digital Corporation

Irvine, CA

Advanced Development Validation Engineering Lead Technician 5

October 2012 – Present

- Oversee all projects and delegate work to a team of 7 technicians.
- Designed and configured NAS testing infrastructure which included, separated VLANs, assigning static IP addresses based on MAC addresses and Link Aggregation.
- Document network problems and resolutions in diverse environments
  - o Resolved an issue where Application Server was unable to communicate to multiple test systems. Issue was due to multiple test systems being cloned with the same Hostname.
- Automating Test Cases, Performance Benchmarks and parsing of results through PowerShell
- Collaborate with various engineering teams to resolve known issues.
- Manage/Maintain Servers - DHCP, Image, Storage, SQL, VM, PXE

### Kelly Services -Western Digital

Irvine, CA

Performance Benchmark Technician

September 2011 – Oct. 2012

- Run Performance Benchmarks on different firmware
- Taking SATA traces of tests using XGIG analyzer
- Analyze performance data across multiple drive populations

### Fry's Electronics

Fountain Valley, CA

Electronic Components Accessory Sales Supervisor

October 2008 – Sept.2011

- Managing Sales Associates and Accessory Associates
- Train new associates
- Improve gross profit

## EDUCATION HISTORY:

- Westwood College

Anaheim, CA

- **Bachelor of Science in Network Management**

July 2009

## References

- Available upon request